

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

ATTORNEY DOCKET NUMBER: 10007815-1

IN RE APPLICATION OF: U.S. Patent No. 6,978,307

USPTO CONFIRMATION CODE: 9628

APPLICATION NO.: 09/909,329

FILED: Jul. 19, 2001

EXAMINER: Bradley Edelman

GROUP ART UNIT: 2153

FOR: APPARATUS AND METHOD FOR PROVIDING CUSTOMER SERVICE

37 CFR 1.322 & 37 CFR 1.323 REQUEST FOR CERTIFICATE OF CORRECTION

HONORABLE COMMISSIONER OF PATENTS & TRADEMARKS

Sir:

The following is a request for a certificate of correction in Serial Number 09/909,329, now Patent Number 6,978,307.

A certificate of correction under 35 USC 254 is respectfully requested in the above-identified patent.

☒ All errors were the fault of the USPTO, no fee required. In the event that a further fee is required, please charge the amount to Deposit Account No. 082025.

☐ All errors were the fault of the applicant and, accordingly, please charge \$100.00 to our Deposit Account No. 082025. In the event that a further fee is required, please charge the amount to the same Deposit Account.

☐ The errors were the fault of both the applicant and USPTO and, accordingly, please charge \$100.00 to our Deposit Account No. 082025. In the event that a further fee is required, please charge the amount to the same Deposit Account.

The exact locations where the errors appear in the patent and patent application are as follows:

In column 13, line 21, in Claim 1, delete “deviced” and insert - - device - -, therefor.

(Amendment to claims filed on May 18, 2005, page 2, in Claim 1, line 18)

In column 14, line 10, in Claim 10, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 4, in Claim 10, line 5)

In column 14, line 16, in Claim 10, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 5, in Claim 10, line 1)

In column 14, line 22, in Claim 10, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 5, in Claim 10, line 5)

In column 14, line 32, in Claim 12, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 5, in Claim 12, line 1)

In column 14, line 36, in Claim 13, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 5, in Claim 13, line 2)

In column 14, line 38, in Claim 13, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 5, in Claim 13, line 3)

In column 14, line 39, in Claim 13, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 5, in Claim 13, line 4)

In column 14, line 47, in Claim 15, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 6, in Claim 15, line 3)

In column 14, line 56, in Claim 18, delete “aplication” and insert - - application - -, therefor.

(Amendment to claims filed on May 18, 2005, page 8, in Claim 25, line 1)

In column 15, line 4, in Claim 19, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 6, in Claim 18, line 8)

In column 15, line 7, in Claim 19, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 6, in Claim 18, line 10)

In column 15, line 17, in Claim 20, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 7, in Claim 19, line 3)

In column 15, line 19, in Claim 21, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 7, in Claim 20, line 1)

In column 15, line 25, in Claim 22, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 7, in Claim 22, line 2)

In column 15, line 27, in Claim 22, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 7, in Claim 22, line 3)

In column 15, line 28, in Claim 22, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 7, in Claim 22, line 4)

In column 15, line 35, in Claim 23, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 8, in Claim 23, line 2)

In column 15, line 37, in Claim 23, delete “electric” and insert - - electrical - -, therefor.

(Amendment to claims filed on May 18, 2005, page 8, in Claim 23, line 3)

In column 16, line 13, in Claim 25, delete "identifer" and insert - - identifier - -, therefor.

(Amendment to claims filed on May 18, 2005, page 9, in Claim 27, line 6)

The requested corrections are attached on Form PTO 1050.

Respectfully Submitted

7/2/2009

DATE

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## UNITED STATES PATENT AND TRADEMARK OFFICE CERTIFICATE OF CORRECTION

Page 1 of 2

PATENT NO. : 6,978,307  
APPLICATION NO. : 09/909,329  
ISSUE DATE : Dec. 20, 2005  
INVENTOR(S) : Tim Goldstein

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In column 13, line 21, in Claim 1, delete "deviced" and insert - - device - -, therefor.

In column 14, line 10, in Claim 10, delete "electric" and insert - - electrical - -, therefor.

In column 14, line 16, in Claim 10, delete "electric" and insert - - electrical - -, therefor.

In column 14, line 22, in Claim 10, delete "electric" and insert - - electrical - -, therefor.

In column 14, line 32, in Claim 12, delete "electric" and insert - - electrical - -, therefor.

In column 14, line 36, in Claim 13, delete "electric" and insert - - electrical - -, therefor.

In column 14, line 38, in Claim 13, delete "electric" and insert - - electrical - -, therefor.

In column 14, line 39, in Claim 13, delete "electric" and insert - - electrical - -, therefor.

In column 14, line 47, in Claim 15, delete "electric" and insert - - electrical - -, therefor.

In column 14, line 56, in Claim 18, delete "aplication" and insert - - application - -, therefor.

### MAILING ADDRESS OF SENDER (Please do not use customer number below):

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This collection of information is required by 37 CFR 1.322, and 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 10 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Attention: Certificate of Corrections Branch, Commissioner for Patent, P.O. Box 1450, Alexandria, VA 22313-1450.

*If you need assistance in completing the form, call 1-800-PTO-0199 and select option 3*

**UNITED STATES PATENT AND TRADEMARK OFFICE  
CERTIFICATE OF CORRECTION**

Page 2 of 2

PATENT NO. : 6,978,307  
APPLICATION NO. : 09/909,329  
ISSUE DATE : Dec. 20, 2005  
INVENTOR(S) : Tim Goldstein

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In column 15, line 4, in Claim 19, delete "electric" and insert - - electrical - -, therefor.  
In column 15, line 7, in Claim 19, delete "electric" and insert - - electrical - -, therefor.  
In column 15, line 17, in Claim 20, delete "electric" and insert - - electrical - -, therefor.  
In column 15, line 19, in Claim 21, delete "electric" and insert - - electrical - -, therefor.  
In column 15, line 25, in Claim 22, delete "electric" and insert - - electrical - -, therefor.  
In column 15, line 27, in Claim 22, delete "electric" and insert - - electrical - -, therefor.  
In column 15, line 28, in Claim 22, delete "electric" and insert - - electrical - -, therefor.  
In column 15, line 35, in Claim 23, delete "electric" and insert - - electrical - -, therefor.  
In column 15, line 37, in Claim 23, delete "electric" and insert - - electrical - -, therefor.  
In column 16, line 13, in Claim 25, delete "identifer" and insert - - identifier - -, therefor.

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